

Complaint Inspection & Response Diagrams

1. **DWPC/FOS** staff will access the InspectionDatabase – Diagram A
2. **DWPC/FOS** staff will select “A – Inspection Input and SEV” – Diagram A
3. **DWPC/FOS** staff will select tab “Complaints / Other” - Diagram B
4. **DWPC/FOS** staff will input the required fields in the “Complaints / Other” form – Diagram B
5. Once complete **DWPC/FOS** staff will select “Input Data” – Diagram B
6. After responding to a series of prompts the “Complaint Information” screen will appear – Diagram C.
7. **DWPC/FOS** staff will input the required information, click “Return” and return to the main program. The complaint information has been stored and is available for management review.
8. **Management** will access the FOS Tracking Database – Diagram D
9. **Management** will select “Response Pending” to review complaints which have not received an acknowledgement letter – Diagram D
10. **Management** will review the complaints which have not received an acknowledgement letter listed in the browse box – Diagram E
11. After reviewing the entries and the choice is made to print a letter, **Management** will select “Print Response Letter” – Diagram E
12. **Management** will provide a “Response Letter Date” and an acknowledgement letter will be printed and the complaint information archived – Diagram F (Letter).

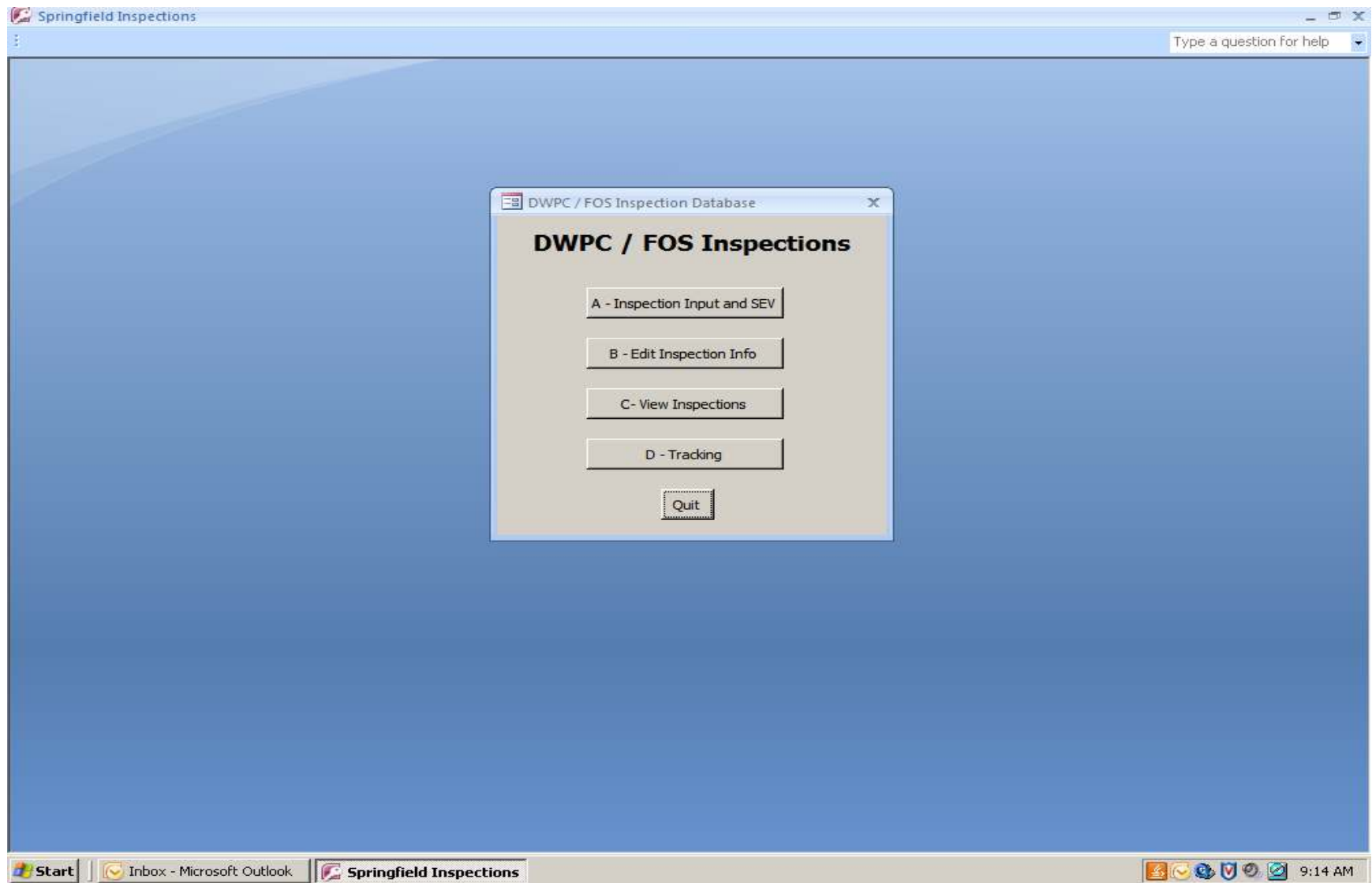


Diagram A

Springfield Inspections

Type a question for help

Professional Monthly Input

NPDES | Storm | Complaints / Other

Ref No.

GK GK George Knox

yyyyyy George Knox

HH HH HH

9999 James L Miles

KKKK James L Miles

eeeeeee James Miles

TTTTTT James Miles

WWWW James Miles

kkkkkk

BBB JJJJX

Facility Name

Smith Brother's Furniture

Ref. No. SF20110124

Inspector JLM

Inspection Category Complaints

InspectionType WPC Complaint

Facility Type 8

Comments:

June 2011

| Mon | Tue | Wed | Thu | Fri | Sat | Sun |
|-----|-----|-----|-----|-----|-----|-----|
| 30 | 31 | 1 | 2 | 3 | 4 | 5 |
| 6 | 7 | 8 | 9 | 10 | 11 | 12 |
| 13 | 14 | 15 | 16 | 17 | 18 | 19 |
| 20 | 21 | 22 | 23 | 24 | 25 | 26 |
| 27 | 28 | 29 | 30 | 1 | 2 | 3 |
| 4 | 5 | 6 | 7 | 8 | 9 | 10 |

Inspection Date: 6/16/2011

June 2011

| Mon | Tue | Wed | Thu | Fri | Sat | Sun |
|-----|-----|-----|-----|-----|-----|-----|
| 30 | 31 | 1 | 2 | 3 | 4 | 5 |
| 6 | 7 | 8 | 9 | 10 | 11 | 12 |
| 13 | 14 | 15 | 16 | 17 | 18 | 19 |
| 20 | 21 | 22 | 23 | 24 | 25 | 26 |
| 27 | 28 | 29 | 30 | 1 | 2 | 3 |
| 4 | 5 | 6 | 7 | 8 | 9 | 10 |

Report Date Pending

Letter

☒ No Letter

☐ VN

☐ NCA

☐ Transmittal

☐ Other

Letter Date

Input Data

Edit Data

Return to Start

Quit

Diagram B

Springfield Inspections

Type a question for help

Professional

NPDES | Sto

RefNo.

GK GK
y y y y y
H H
9 9 9 9
K K K K
e e e e e e e
T T T T T
W W W W W
k k k k k
B B B

Inspector

JLM

Comments

Ju

Mon

30
6
13
20
27
4

Complaint Information

Complaint Information

Complaint No.: SF20110124

Response Type: SV

Date Received: 6/16/2011

Response Date: 6/17/2011

Complaint Type: OTHER

Response Letter Date:

Complaint Filed Against:

Smith Brother's Furniture

NPDES No.:

Referred To:

Referral Date:

First Name: James

Last Name: Miles

Address 1: 28 Sarah Avenue

Address 2:

City: Springfield

State: IL

Zip Code: 62703

County: SANGAMON

Return

Start | Inbox - Microsoft Outlook | Springfield Inspections | Document2 - Microsoft ... | 9:36 AM

Diagram C

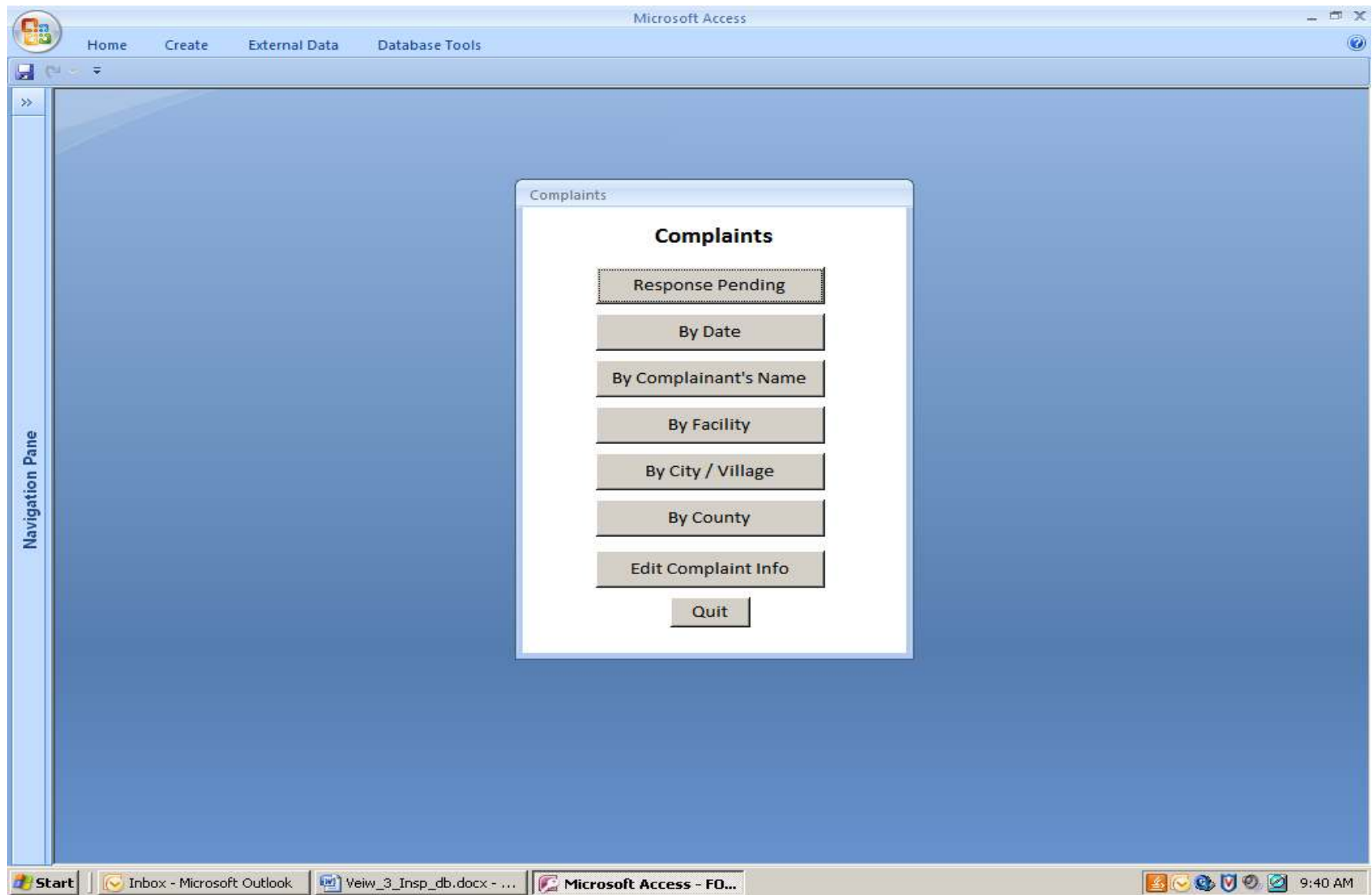


Diagram D

Microsoft Access

Home Create External Data Database Tools

Complaints - Response Pending

Complaints

| | | |
|------------|-----------|---------------------------|
| HH | 1/16/2004 | HHH |
| JKLMILES | 1/15/2004 | JimMiles001 |
| JLMILES | 1/15/2004 | George001 |
| PPPPPP | 1/3/2004 | SAMMILES02 |
| PPPPPPPP | 1/14/2004 | 123 Miles |
| PPPPPPPP1 | 1/15/2004 | 123 Miles XXXX |
| SF20110124 | 6/16/2011 | Smith Brother's Furniture |
| YYYYYY | 1/15/2004 | George Knox |

ComplaintNo: SF20110124 ResponseType: SV

DateReceived: 6/16/2011 ResponseDate: 6/17/2011

ComplaintFiledAgainst: Smith Brother's Furniture

ComplaintType: OTHER

Print Response Letter

Return

Navigation Pane

Start | Inbox - Microsoft Outlook | Document3 - Microsoft ... | Microsoft Access - FO... | 9:48 AM

Diagram E



STATE OF ILLINOIS

ENVIRONMENTAL PROTECTION AGENCY

LISA BONNETT, INTERIM DIRECTOR

1021 N. GRAND AVE. E, SPRINGFIELD, IL. 62794-9276

217/782-3362

June 28, 2011

Mr. James Miles
28 Sarah Avenue
Springfield, IL 62703

Re: Complaint No. SF20110124

Dear Mr. Miles:

Information about possible pollution sources and events provided to the Illinois EPA from citizens is a very important way our Agency improves the environment of the State of Illinois for all residents. We make every attempt to investigate all reports to the Agency in a timely manner. We also contact the individual or group making the report when we are able to do so without violating confidentiality or jeopardizing an ongoing investigation or subsequent enforcement of the environmental statutes and regulations.

The Agency's Bureau of Water field staff (city) Regional Office on (date) investigated your report of possible pollution. Although the report and findings of the investigation are not included with this letter, they are available to you upon request. If you would like to discuss the findings of the investigation, you may call the Regional office directly at (RO phone #). If you would like a copy of the report of the investigation, please find enclosed the Freedom of Information Act (FOIA) request form. Please fill out the form in its entirety and refer to the above Complaint Number. Send the FOIA request form with proper postage to:

*Illinois EPA
BOW/Records Unit
1021 North Grand Avenue East
P.O. Box 19276
Springfield, Illinois 62794-9276*

In order to protect the anonymity of the individuals making reports of complaints, the facility, which is the subject of the complaint, we have not provided a copy of this letter to the facility owner or operator.

Sincerely,

Bruce J. Yurdin
Manager, Field Operation Section
Bureau of Water

cc: WPC, FOS, Springfield Regional Office
BOW Records Unit

Diagram F